



THE INTERACT NEWSLETTER

Message from the Chair

Jhenifer Morfitt, Department of Licensing

As we come into the 2015 transition for ICSEW, a time when we welcome new members to the committee and thank those who have committed so much to serving for the last two-year term (or more!), I too will be transitioning off the committee. I am grateful for the support I've had as a representative for 2½ years, and especially for the last three years as Chair. Looking back at my time in ICSEW, I am proud of all our accomplishments and look forward to the bold future ICSEW has in store, based on a strong foundation that will continue to support ICSEW's efforts moving forward. State employees are incredibly dedicated to the work we do for Washington citizens! ICSEW has strengthened my belief in the power of teams and the selflessness state employees show every day to better the lives of others.

I hope that during my tenure, I have helped inspire as many women as those who have inspired me: to get more involved, step out of my comfort zone, and take on new challenges because it was the right thing to do. My emphasis as Chair has been to "Get Back to Work," which meant connecting all our priorities to the advising role to the Governor's Office and state agencies. ICSEW has a direct and meaningful impact on the Results Washington Goal 5: Efficient, effective, & accountable government. By ensuring gender equity in state government and provid-

ing training opportunities, ICSEW improves customer satisfaction by increasing Washington as an employer of choice. Because our efforts are focused on policy, ICSEW also indirectly supports workers in the private sector.



Being part of an organization that fosters growth, empowers women, and builds leaders has been tremendously rewarding, and I am excited for all those who will continue with ICSEW and those who will participate in the future, either as representatives or by being actively involved within their agencies. No matter what title we have or role we play, we are all part of ICSEW and have something to offer, and something to gain, from contributing to ICSEW's mission. I have loved serving Washington as Chair of ICSEW, and I am excited to pass the torch so I may recommit my energy to the work I get to do within my agency. With ICSEW's passionate members and leadership, the committee has a promising future, something every state employee should want to be part of. I hope every state employee can say they love their jobs as much as I do. Thank you!

SPRING 2015

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InterAct with Governor Inslee

Did you know you can ask the Governor a question, request a meeting with him, seek his or his staff's help, or even invite him to your event? All you have to do is visit: www.governor.wa.gov/contact.

Our Governor is currently working to...

- **Ensure protections for the most vulnerable.** Hold the line against further cuts to services that protect the most vulnerable and help make sure children are healthy and ready to learn.
- **Build on Lean success.** Continue building on our success in Lean management to further reduce wait times, improve services to our customers and clients, and save taxpayers millions of dollars.

Governor Inslee appreciates hearing from you and your input is important to him. Thank you!



Follow ICSEW on Facebook and Twitter

Check us out on Facebook and Twitter to stay up-to-the-minute on the latest news, networking, training, and event opportunities! Find links to our social media pages on our website: www.icsew.wa.gov.

Remember, many state agencies do not allow access to social media from state computers so follow us from home or your smart phone!



A note on ICSEW's Clothing Drive success....

The YWCA is so appreciative of our partnership with ICSEW. It was through the support of ICSEW's clothing drive that we were able to successfully re-open Kathleen's Closet and provide professional clothing to low income women in our community. Women are able to access the closet twice per year, once for a 1/2 visit, which provides a few items for an interview and then, once women become employed, they are able to access the closet for a full visit, which provides enough clothing to accommodate their needs for several weeks until their first paycheck. The "full visit" includes several outfits, two pairs of shoes and accessories. Professional clothing continues to be a barrier to employment and our Other Bank clients as well as our partners at WorkSource are thrilled that this program is now available once again for the women in our community. The women served through Kathleen's Closet are experiencing a range of challenges, some have recently escaped from a domestic violence situation, some have been unemployed for years, some are employed but are looking for a better job that pays more money and will offer stability for their family. Whatever the situation, every woman that utilizes the closet tells us that they wouldn't have otherwise had access to the professional clothing they need to advance. ICSEW's partnership is critical for the success and sustainability of Kathleen's Closet as you are our primary clothing partner.

Hillary Soens, MPA, Chief Executive Officer
eliminating racism empowering women

ywca

ISCEW's Clothing Drive a HUGE SUCCESS!

This year's clothing drive to support the YMCA's Kathleen's Closet continued to show the incredible generosity of state employees. We delivered an outstanding **\$33,363** worth of quality women's clothes and accessories to help women in the community get and keep jobs by making sure they have professional clothing for work. The women we serve are grateful to everyone who donated and for the time and energy coordinators put into the two weeks of collections. Thanks to ICSEW Public Outreach Chair, Lorene Ross, for spearheading this event.

Despite a very rainy drop-off day, agency drive coordinators were dedicated to delivering these much needed clothing donations while YWCA volunteers rushed to sort and move items as they came in. The primary room for the Other Bank that is normally used for storing and distributing toiletries for families in need was full to shoulder height with just enough room for a couple of sorting tables. Great work!

*THANK YOU to all agencies and state employees who
donated items to this year's successful event!*



Turning Stress into Strength

Presented By: Jane Benson, Washington State Employee Assistance Program (EAP)

Submitted By: Missy Lipparelli, Department of Commerce

At the March ICSEW general meeting, we had a fabulous presentation on stress. Jane Benson from the Washington State Employee Assistance Program (EAP) gave an educating session on *Turning Stress into Strength*. This presentation focused on resiliency and how we can all learn to more resilient to better handle stressful and uncertain times. This session couldn't have been any better timed. With the legislative session and budgetary issues, many employees are feeling the stress of reorganizations, cuts, and other changes throughout their agencies.

The session began with a stress test that instantly brought me back to junior high. Remember wearing those cool mood rings that tell you what whether you are happy or sad? This was pretty similar. You put a little dot on the back of your hand. This dot changes colors based on your body temperature, which is directly related to stress. It was pretty interesting to see all the different stress levels in the room. This was a fun exercise that reminded me we all need to pay more attention to our stress levels.

Types of stress discussed were anticipatory, traumatic, and cumulative. Cumulative stress is stress that builds up over time. This can be one of the most threatening and harmful. One tool for assessing stress is the Holmes-Rahe Life Stress Inventory. This is a Social Readjustment Rating Scale that

inventories the level of stressful events in the past you have experienced in the past year.

You can take it yourself at <http://www.stress.org/holmes-rahe-stress-inventory/>.

The American Psychological Association (APA) website (<http://apa.org/>) is full of additional resources on stress and other important psychology topics. According to the APA,

“Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress.”

One of the dominating messages in this presentation we can learn to be more resilient. Think about people you know who are extremely resilient. What behaviors or traits make them resilient? Some tips shared with us for being more resilient included:

- Do more of what you are doing now
- Practice, Practice, Practice
- Hang out with resilient people
- Be willing to be uncomfortable
- Be grateful
- Do more of what matters to you
- Take care of You
- Be quiet and observe

Humor and laughter are key to resiliency. Find ways to bring humor and laughter into your life on a daily basis. Put a funny

picture or humorous daily calendar on your desk or somewhere you see every day. Create your own positive mantras. Remember the little engine that could? “I think I can. I think I can.” Positivity is infectious, so making a habit of positive behaviors and communication will help you and others become more resilient.

Ms. Benson closed her presentation by discussing the Employee Assistance Program (EAP) and the types of services they provide. I was surprised at all of the guidance, tools and training that is available in addition to the counseling services. EAP helps with family concerns, emotional issues, additions, chronic illness, change and transition, interpersonal concerns, basic life problems, etc. More information is available on their website at www.hr.wa.gov/eap or you can call (360) 407-9490 or toll free (877)-313-4455.

**Take care
of you!**

Using personal devices for state business – the rules and reminders

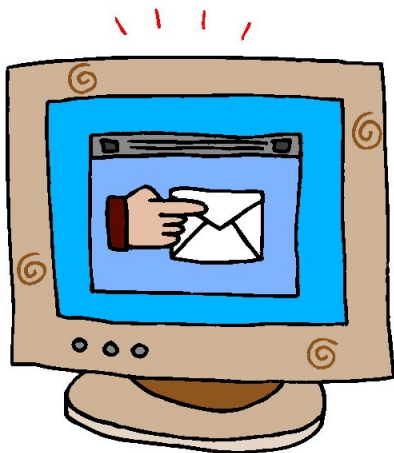
National interest has focused recently on work-related emails and text messages sent from home computers and personal cell phones.

Every state employee creates public records, no matter what work we do. All public records must be made available for disclosure upon request even if the record exists on your personal device.

Here are a few things you should know about using home computers and non-state devices for work purposes.

An email, text message, or document is a public record if the content relates to conducting government business no matter where it originated, or whether you sent or received the message off duty.

The Public Records Act (PRA)



defines a public record so broadly that it includes any form of recorded information that:

(1) relates to the conduct of government or the performance of any government function and

(2) is "prepared, owned, used, or retained" by a state or local agency.

Examples of public records include paper records, emails, files stored on your computer, photographs, tape recordings, and hand written notes.

All public records must be disclosed upon request unless they are explicitly exempt from disclosure. The public records law favors, "free and open examination of public records" even when it, "may cause inconvenience or embarrassment to public officials and others." RCW 42.17.340(3).

What can you do to prevent your home computer or cell phone from being accessed for PRA compliance?

Whenever possible, conduct state business on state devices.

When you must check your work email outside of the office, use the state's secure Outlook server, mobile.wa.gov, which does not create a record on your personal device.

If you draft and save work documents on your home computer routinely ensure the folder contents are transferred securely and preserved on a state computer.

Always use professionalism and good judgment in your work correspondence. Work as if your

email may appear on the front page of a newspaper.

What if you have used a personal device for state purposes?

Depending on the type of record, you have an obligation to maintain it per the state's records retention schedule.

If the state receives a request for your personal device you have a legal responsibility provide the responsive records and preserve them on a state device.

Your personal, non-work related texts or emails sent from your personal device are not subject to public disclosure.

**Want more information?
Review the
[Public Records Act](#)
[here](#)
or contact your
agency's
Public Records' office to ensure you're**

Challenge Yourself to Better Health with Smart[Health

Submitted by: Kathy Davis, Department of Agriculture

**Earn rewards.
Be healthy.
Have fun!**

It's like a game of racking up enough points to win a prize, except you play against yourself. You set and meet your own challenges. It's SmartHealth, an interactive, online system for reaching goals that improve health.

The big prize, or financial incentive, is earning a **savings of \$125** off the cost of state-provided health care coverage. If you reach 2,000 points by June 30, 2015, you'll earn the incentive for the 2016 benefit year.



The other motivation, or fun of the game, comes from meeting the challenges you've set for yourself and becoming healthier – physically, mentally, and emotionally.

The pre-set activities on the [SmartHealth website](#) cover a wide variety, such as:

- Getting a preventive health care check-up or visiting the dentist.
- Eating at least one all

locally sourced meal each week.

- Clearing out your email inbox of digital clutter.
- Exercising 30 minutes, five days a week.
- Kicking a bad habit.
- Dedicating 15 minutes a day to stress reduction.
- Holding a walking meeting.
- Planting a garden.

More than 100 activity choices will be offered on the site throughout the year. While some are available all year, others are offered seasonally. There's something new every month. At any time, the activities are balanced for whole-person wellness, in areas such as nutrition, exercise, work-life balance, and emotional well-being. Choice is the key. Pick



activities that make improving health the right fit for you!

The brightly colored pictorial boxes on SmartHealth's website give the activity title and show how many points can be earned. Click on a box for descriptions and tracking. Some completed activities earn you a specific number of points; others award a few points each time you track your progress.

If you haven't already, get started by setting up your own

personal SmartHealth account ([Click here!](#)) and taking the self-assessment. Your personalized results will show the areas you are strong in and areas where you could improve. You'll be shown recommended activities to focus on.

You can log-in and track your activities through a computer or mobile device. If you don't have access to either, there's an option to participate via telephone (at 1-855-750-8866). If you use an exercise activity device, such as a Fitbit or Garmin, connecting it to SmartHealth earns points and makes tracking easier.

The Health Care Authority and Public Employees Benefits Board provides SmartHealth for subscribers to PEBB medical plans, with goals of engaging the state's workforce to improve



health of individuals and the state population.

So whether your goal is more physical activity, eating better, reducing stress, adjusting your state-of-mind, or a combination; SmartHealth offers creative, fun, and rewarding ways to boost wellness.



Balancing Work & Family

March 2015

Washington State Employee Assistance Program

Feel like you're juggling too much and all the to-do "balls" are going to come crashing down around you? If so, you're not alone. All of us must allocate 24 hours a day to the activities of life. How well we balance responsibilities with doing things we truly enjoy directly affects our quality of life. It also helps manage stress. Are you satisfied with your balance of time between work and family?

If you answered "no," you are not alone. Achieving balance with work and family is an ongoing process of juggling responsibilities at work and the needs of family members. These needs change over time. The key to success is stepping back and periodically analyzing how things are going. You can then decide if changes are needed. The result will be enjoying your life more and being in harmony with the things you value most.



10 Steps Toward Balance with Work and Family

1. Work and Family Balance is a Conscious Decision. Work and family don't "balance" automatically. Achieving balance is an ongoing process. Understanding this can reduce frustration and help you act to gain control.

2. Write Down Family Goals. Family needs change over time. Opportunities to build a tree house for the kids or participate in a new family pastime don't last forever. Decide what is important and write it down. Assign a date, and make these goals "absolutely-will-happen."

3. Stick to Your Values. Sometimes it can be tough to make a choice between a family and a work activity. Knowing where you stand on your values can make tough choices easier.

4. Recognize that Imbalance is Sometimes Inevitable. It is important to recognize that jobs and responsibilities are important and that they sometimes take priority.

5. Revisit Your Schedule. When your work schedule changes, new opportunities may become available to participate in family activities. Claim the high ground!

6. Recognize the Benefits of Balance. Balancing work and family has pay-offs for children, home relationships, and everyone's future happiness. Recognizing this can help you keep balance in mind.

7. Manage Distractions and Procrastination. Working long hours causes stress that sometimes finds relief naturally through work place distractions and procrastination. If you are at the office for 12 hours, do you really work only 10? If you are searching for more family time, it might be found here.

8. Discuss Expectations and Responsibilities. When one family member is taking on too many responsibilities at home, resentments can build. Periodically discussing the perceptions of others can provide the awareness you need to consider opportunities and choices for work and family balance.

9. Organize Your Work Better. Improving your delegation and time-management skills can buy you time needed for family life. Learning how to put work down, say "no," and let go of workplace worries are skills that are learned through practice.

10. What the EAP Can Do. Despite these suggestions, improving balance of work and family may be a lot easier said than done. If these tips don't work for you, or if you think you need something more, phone the EAP. You may need additional help to resolve personal problems or issues that are the source of stress in your life. The EAP can help you find sources for defining priorities, acquiring assertiveness skills, making tough decisions, or even identifying family goals that you want to pursue so you can look back and say, "I did it."



Visiting Olympia's Capitol Campus

Submitted by: Bianca Stoner, Office of the Insurance Commissioner

Are you thinking of visiting the Capitol Campus?

Even for state employees who work close enough to walk to the Campus, the idea can be daunting. There's no parking! It can be really crowded! There's so much activity! This can be true if you visit during the legislative session, but even then, the Campus is worth the trip.



As a starting point, check out the official [map of the Campus](#).

There are plenty of touristy things you can do including: taking a [guided tour](#) of

the Legislative Building or Capitol Campus, getting your photo taken in front of the [Winged Victory Monument](#), or standing on the steps of the Temple of Justice.

If you want to visit other spots that are popular among the people who work on or near the Capitol Campus, here are some ideas:

Take in the View from the Law Enforcement Memorial

Behind the Washington State Supreme Court Building (called the Temple of Justice) is a memorial dedicated to law enforcement officers who were killed in the line of duty in our state. When you stand facing the memorial, you look out over Capitol Lake. On a sunny day, the view is breathtaking.

Walk the Switchbacks on the Hill between the Campus and Capitol Lake

This is a popular lunchtime activity for people who work on the Capitol Campus. The most hardcore exercisers circle Capitol Lake- sometimes twice before hiking back up the switchbacks to Campus!

Take a Tour of the Governor's Mansion

Even long-time Campus staffers vie for spots on tours of the Governor's Mansion. The most popular time to visit is at Christmas, when the mansion is decorated for the holidays. Did you forget to [sign up](#) for the tour? Unfortunately you will not be able to go on a tour, but you still can stand on the sidewalk outside the fence and look in. As you stand facing the front of the mansion, there are planting beds to the right; that's First Lady Trudi Inslee's vegetable garden.



Attend a "(Fill in the Blank)" Day Event

When the Legislature's in session, the Capitol Campus is hopping with activity, including almost-daily events hosted by various trade groups. At some of these events, trade

associations give away free food. These are very popular, particularly the events that Campus locals refer to as "Dairy Day," "Potato Day," and "Beef Day." [This calendar](#) shows upcoming events.

Shop at the Legislative Gift Shop

The Washington State Legislative Gift Center is a tiny gem of a store located in the basement of the Capitol Building. It's open Monday through Friday from 9 a.m. to 4 p.m. and on weekends from 12 noon to 3 p.m.

Eat like a Lobbyist

Have lunch at Wagner's. Enjoy appetizers and drinks at Swing. Eat dinner at Mercato, the Waterstreet Café, or at Ramblin Jack's. From these restaurants, to many others, Olympia is filled with great places to eat; and stepping off Campus will give you a chance to experience them.

Finally, a Note about Parking

When the Legislature's in session, parking is notoriously tight. If you visit during session, it's best to park at least a few blocks away and either walk, or take the free [Dash shuttle](#).

Nursing Moms Now Have a Lactation Room

Submitted by: LaNae Lien, Department of Labor and Industries

Good ideas become great ones when like minds come together for a common cause. That was the situation when a grassroots groundswell took hold to create a lactation room at the Department of Labor and Industries (L&I). Early advocates for the room noticed that about 80 percent of those using the two quiet rooms at headquarters were nursing moms.

Research Determines a Real Need

L&I's Wellness Team recruited about 10 women from Tumwater headquarters to look into the situation. They learned that some 35 to 50 women use FMLA to have babies; and that at any given time there were 6 to 10 women wanting to use the quiet rooms for lactation. There was clearly a need. A visit to the Department of Health's (DOH) lactation room gave them ideas for an L&I facility.

Making It Happen

Once a budget was approved and the room was located, the design and construction of the room was a joint effort of the facilities staff and of the Wellness Consultant. Five months later, the room was equipped with four lactation stations, a fresh coat of paint, lockers, a microwave, refrigerator, and hospital-style privacy curtains to separate the lactation stations.

Card reader access to the room is limited to L&I moms who need the room for lactation purposes. Rules for use of the room were developed through ideas provided by the 10 person team, based on their experiences and rules used by DOH. The lactation room was an immediate hit, opening for customers on April 7, 2015.



On-Campus Nursing and Lactation Rooms Available for Visitors

The Department of Enterprise Services (DES) has created and posted a spreadsheet of on-campus nursing and lactation rooms for nursing mothers who are visiting the Capitol Campus.

These family-friendly rooms provide a private, secure and clean space for nursing mothers to breastfeed and pump milk. A list of the locations and room accommodations is on the [DES website](#).

Enterprise Services encourages all Capitol Campus agencies to share this information with visitors.

Resources:

[Information about breastfeeding support](#)

[Capitol Campus map](#)

This information is provided by DES. For additional information or to provide feedback, please call Lenore Miller at (360) 407-8272.



Agency in the Spotlight: The Commissioner's Review Office

Submitted by: Justine Jenkins, Commissioner's Review Office



**Employment
Security
Department**
WASHINGTON STATE

The Commissioner's Review Office (CRO) is a division within the State of Washington's Employment Security Department. Its primary function is to issue final legal decisions of appeals in unemployment insurance benefits and tax cases, and to publicize precedential decisions in accordance with state law.

At the heart of the CRO is a staff currently comprised of a chief and deputy chief review judge, five review judges (three of which are women), and two legal secretaries. While staffing has fluctuated over the years, you can also say that the CRO defines longevity. Of the nine people currently on staff, five have worked at the CRO for over two decades. Judge Rhonda J. Brown has worked as a review judge for 23 years. Initially, she began working with the Employment Security Department on a project called Affirmative Action/Equal Opportunity or AA/EO. When a review judge position opened at the CRO, Judge Brown felt it would be a good fit for her and, with support from the management team on the AA/EO project, she applied for, and was offered the job. She was happy for the opportunity to work for the Employment Security Department on a permanent basis, return to public service, and leave behind a private practice where billing requirements left her unable to focus on her job as an attorney. The review judge position

availed the opportunity for her to do what she enjoys most; research, writing, and decision making. Judge Brown commented, "Even after so many years, the work is never boring because each new case gives a glimpse into a variety of employment settings requiring decision making affecting both claimants and employers." She followed that comment with a bit of humor stating, "There is no need to watch reality TV."

In the big picture of the appeals process, the CRO becomes involved in a case after a party has had their case go before the Office of Administrative Hearings (OAH), an independent adjudicative state agency, and is dissatisfied with the outcome. When an employer or benefits claimant disagrees with a Determination Notice issued by the Employment Security Department, they can appeal to the OAH. The OAH conducts a hearing and issues an Initial Order.

If a party is dissatisfied with the Initial Order, they may request that their case be reviewed by submitting a Petition for Review to the CRO. A review judge conducts a comprehensive review of the entire hearing record, including evidentiary documentation and the recorded testimony. The review judge assures that the OAH hearing complied with the requirements of the Washington Administrative Procedure Act, contains accurate findings of fact based

on the evidence, and properly applied the complex law governing unemployment insurance benefits and taxation to the facts. Upon completion of the review, a final, written Decision of Commissioner is issued by the CRO.

Timeliness in issuing decisions is of utmost importance to the CRO team. We recognize that individuals out of work through no fault of their own rely on unemployment insurance benefits for basic needs such as food, shelter, and clothing. In fact, the US Department of Labor has ranked the performance of the CRO among the top review offices in the nation for timeliness of decisions; a testament to the commitment and hard work with which review judges and staff approach their roles in the administration of justice.

"I'm very proud of the work of the CRO and the professionalism that all of the staff bring to the job," said Chief Review Judge Don Westfall. "While protecting people's rights and ensuring due process of law are preeminent concerns, the staff also understands that real people are facing difficult times. As such, they all work to keep the process relatively simple, speedy, and inexpensive."

Efficiency is also a priority and continued effort at the CRO. In the last three years, the office has worked diligently to improve its processes through technological advancement and,

**Continued from Page 10:
Agency in the Spotlight**

as a result, has transformed itself into a paperless office. The magnitude of this transformation is evident in the replacing of thousands of physical files with computerized filing and case management systems.

Another important function of the CRO is publication of precedential Decisions of Commissioner. Each year, the chief and deputy chief review judges carefully select cases to publish for the purpose of establishing legal principles concerning unemployment benefits and tax matters.

These publications are essential in providing guidance to department adjudicators, administrative law judges of the OAH, and administrative review judges of the CRO. Precedential Commissioner Decisions are also cited as persuasive authority in decisions issued by the superior courts, court of appeals, and the supreme court of this state. Finally, precedential Commissioner Decisions are relied upon by parties and their representative in presenting their case to department adjudicators, the

OAH, the CRO and the state courts.

For more information on the Commissioner's Review Office and the Employment Security Department, please visit <http://www.esd.wa.gov/>

The **InterAct** is published by the Communications Subcommittee of the Interagency Committee of State Employed Women (ICSEW).

Photocopying, distributing, and posting of this publication is strongly encouraged. Views stated in re-printed articles are informational and do not reflect the views of ICSEW.

ICSEW 2015 Leadership Conference

Save the Date

October 5, 2015

Hotel Murano
Tacoma

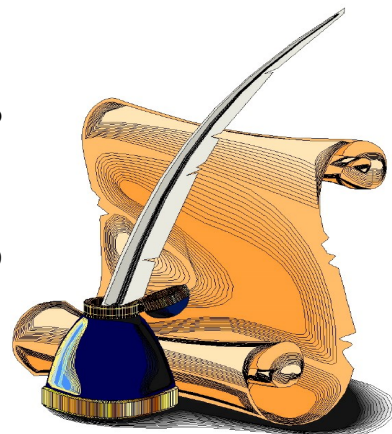
More information
coming soon!

Are you a writer?

Have an idea or question that you need answered?

We want to hear from you!

Submit your article, topic idea, or question to icsew@ofm.wa.gov and we will contact you about publishing your article or idea in an upcoming **InterAct**.



Subcommittee Happenings...

2014-2015 Executive Board

Interested in joining ICSEW? July marks the beginning of a new year so it's a great time to speak with your agency about becoming a representative or alternate.

Already a representative but interested in doing more? Executive Board positions are open and waiting for powerful, driven leaders.

Contact ICSEW@ofm.wa.gov with questions and we can help you work with your agency.

Health and Wellness: With a successful health and wellness fair done, the committee is focusing forward to promoting healthy workplace programs within our state.

Membership: With the close of the fiscal year and term expirations, our membership committee sent letters to representatives advising of terms ending and getting everyone ready for a new year. Ensure your agency don't lose representation on ICSEW.

Professional Development: Conference is coming fast and we are already working to schedule trainers for this great event! Have an idea or topic you want to learn about? Know a powerful speaker that inspires you to climb mountains? We appreciate your suggestions!

Public Outreach: After a great clothing drive, the committee prepared for Washington state's annual Take our Daughters and Sons to Work day by contacting agency directors to encourage participation in this event.

Legislation and Policy: The committee is diligently following the legislative special session. Look for the next issue of the InterAct—Leg Edition for details on this year's decisions that affect you.

Conference: SAVE THE DATE! 2015 ICSEW Leadership conference will be October 5, 2015. Preparations are already well on their way to another great year!

Communications: We are ICSEW! Look for signs coming to your agency to help you identify your representative.

Website: Work continues on the new ICSEW website. Graphic designers and computer gurus are invited to contact Barb to get involved in this huge project.

Chair

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